

Serial No.: 10/014,146

Attorney Docket No.: 2001P18437US

**IN THE CLAIMS:**

This listing of the claims will replace all prior versions and listings of the claims in the application:

1. (Currently Amended) A telecommunications call center, comprising:  
a call information database for storing call information;  
a query engine operably coupled to said call information database; and  
a graphical user interface coupled to provide query parameters for accessing call information from said call information database in a text form, said query parameters defining search criteria; and  
wherein said query engine is adapted to translate said query parameters into a database-readable form.
2. A telecommunications call center in accordance with claim 1, said database-readable form comprising a Structured Query Language (SQL) form.
3. A telecommunications call center in accordance with claim 2, wherein results of a query are provided to said graphical user interface in a text-readable form.
4. (Currently Amended) A method, for use in a telecommunications call center, comprising:  
inputting call center database text query information for accessing call information from a call information database into a graphical user interface, said query parameters defining search criteria;  
translating said call center database text query information into a database-readable query; and  
returning a result of said database-readable query to said graphical user interface for display.

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5. A method in accordance with claim 4, said translating comprising translating into a Structured Query Language (SQL) form.

6. A method in accordance with claim 5, said inputting further comprising: selecting one or more fields to view from a first graphical user interface window; and

selecting predetermined criteria to apply to said fields using a second graphical user interface window.

7. (Currently Amended) A telecommunications system comprising:  
one or more telecommunications networks;  
a switch configured to switch calls between devices on said one or more telecommunications networks; and  
a call center adapted to monitor calls through said switch, said call center including  
a call information database for storing call information;  
a query engine operably coupled to said call information database; and  
a graphical user interface coupled to provide query parameters for  
accessing call information from said call information database in a text form, said  
query parameters defining search criteria; and  
wherein said query engine is adapted to translate said query parameters into a database-readable form.

8. A telecommunications system in accordance with claim 7, said database-readable form comprising a Structured Query Language (SQL) form.

9. A telecommunications system in accordance with claim 8, wherein results of a query are provided to said graphical user interface in a text-readable form.

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10. A telecommunications system in accordance with claim 9, said graphical user interface comprising

- a first screen for selecting fields for searching;
- a second screen for entering search criteria for said fields; and
- a third screen for displaying results of said searching.

11. (Currently Amended) A method, comprising:

- providing one or more telecommunications networks;
- providing a switch configured to switch calls between devices on said one or more telecommunications networks; and
- providing a call center adapted to monitor calls through said switch, said call center including

- a call information database for storing call information;
  - a query engine operably coupled to said call information database; and
  - a graphical user interface coupled to provide query parameters for accessing call information from said call information database in a text form, said query parameters defining search criteria; and

wherein said query engine is adapted to translate said query parameters into a database-readable form.

12. A method in accordance with claim 11, said database-readable form comprising a Structured Query Language (SQL) form.

13. A method in accordance with claim 12, wherein results of a query are provided to said graphical user interface in a text-readable form.

14. A method in accordance with claim 13, said graphical user interface comprising

- a first screen for selecting fields for searching;
- a second screen for entering search criteria for said fields; and

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a third screen for displaying results of said searching.

15. (Currently Amended) A telecommunications method for providing a call center, comprising:

providing a call information database for storing call information;  
providing a query engine operably coupled to said call information database; and  
providing a graphical user interface coupled to provide query parameters for accessing call information from said call information database in a text form, said query parameters defining search criteria; and

wherein said query engine is adapted to translate said query parameters into a database-readable form.

16. A telecommunications method in accordance with claim 15, said database-readable form comprising a Structured Query Language (SQL) form.

17. A telecommunications method in accordance with claim 16, wherein results of a query are provided to said graphical user interface in a text-readable form.

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